



Title:	Grievance and Complaints Policy	Effective Date:	1/27/2017
Policy #:		Revised Date:	7/11/2025

Purpose

To outline procedures for addressing grievances or complaints alleging a violation of the requirements of WIOA Title I by the Greater Roanoke Workforce Development Board (GRWDB) or its subrecipients, as applicable.

References

- Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128
- Virginia Workforce Letter (VWL) 16-09, Change 1

Policy

It is the policy of the GRWDB to follow all procedures and guidance put in place by the Commonwealth of Virginia for processing all complaints or grievances that allege any violation of WIOA Title I or provisions of a related agreement or service. Section 181 (c) of WIOA requires that each State, Local Workforce Development Area (LWDA) and/or direct recipient of WIOA Title I funds must establish and maintain a procedure for individuals to file a grievance or complaint alleging violations of the requirements WIOA Title I. These grievances or complaints may be submitted by participants and other interested parties affected by the local workforce investment system, including one-stop partners and service providers.

This guidance does not address the procedures for processing complaints alleging discrimination under WIOA section 188 and 29 CFR part 38. Such complaints must be handled in accordance with the procedures outlined in that regulatory part and VWL 15-05, Change 1, WIOA Discrimination Complaint Process. Questions about or complaints alleging a violation of the nondiscrimination provisions of WIOA Section 188 may be directed or mailed to the designated Local Equal Opportunity (EO) Officer, the State EO Officer or the Director of the Civil Rights Center. This guidance does not address procedures for processing complaints alleging fraud, abuse, or other alleged criminal activity. Such complaints should be directed to the Office of the Inspector General, U.S. Department of Labor.

Procedure

Participants and other interested parties must be provided with this policy along with the Grievance and Complaint Form. The form also must include the Babel notice, to ensure that persons who have Limited English proficiency can understand the policy and the process to file a grievance and/or complaint. A copy of the policy may also be provided via accessible software for text to speech and utilizing video relay services for individuals with hearing and/or reading limitations. Rights to file a complaint or grievance will also be explained to employees and participants during orientations.



The GRWDB shall notify participants that complaints or grievances should be addressed to:

Morgan Romeo
Executive Director
Greater Roanoke Workforce Development Board
1 S. Jefferson Street, 3rd Floor
Roanoke, VA 24011
morgan@greaterroanokeworks.com
(540) 613-1559

Examples of who may file a grievance or complaint include the following:

- Applicants or registrants for aid, benefits, services, or training
- Eligible applicants or registrants
- Participants
- Employers
- Applicants for employment under WIOA Title I
- Service providers, or
- Eligible training providers

Each grievance or complaint must be filed, in writing or electronically, within thirty (30) calendar days of the alleged violation and must contain the following information:

- The name, address and phone number of the person filing the grievance or complaint
- The date of the alleged violation and the date the grievance or complaint was filed
- The identity of the respondent
- A description of the allegations, including enough detail to allow the reviewer to decide whether the allegations, if true, would violate any WIOA provisions, and
- The signature of the person filing the grievance or complaint.

Upon receipt of the grievance or complaint, the reviewer will provide written or electronic notice to the grievant or complainant. This correspondence will be sent within five (5) business days and must include the following:

- A summary of the allegations submitted
- The date, time and place of the meeting or hearing with the reviewer (NOTE: GRWDB may offer an informal resolution and if it is accepted it shall be completed in a meeting before the hearing date)
- Notice that the grievant or complainant may be represented by an attorney, and
- Notice that the grievant or complainant may present witnesses and documentary evidence.

Individuals in grievance or complaint investigations are protected from retaliation and are permitted to have translators, interpreters, readers and/or a representative of their choice during the grievance/complaint process. If the complainant has previously asked for a hearing and failed to show



without providing cause, at that point the GRWDB may require verification that the customer intends to attend the hearing.

The GRWDB has a maximum of sixty (60) calendar days to investigate the allegations and offer a resolution to the complainant. If by the end of the sixty (60) days from the date on which the complaint was filed the GRWDB fails to issue a Notice of Final Action, the complainant or grievant may file a complaint directly with:

Constance Green
WIOA Title I Programs Director
Virginia Works
2221 Edwar Holland Drive, Suite #500
Richmond, VA 23230
constance.green@virginiaworks.gov
(434) 978-8538

Once the investigation is complete and a decision has been reached, a Notice of Final Action must be sent to the grievant or complainant. If an informal resolution was provided, the Notice of Final Action must summarize the agreed upon resolution. If no informal resolution was provided, the Notice of Final Action must contain the following information:

- The reviewer's decision and the reasons for supporting that decision
- A brief description of the investigation process employed to reach the decision
- Notice that if dissatisfied with the decision the grievant or complainant may appeal to the Commonwealth of Virginia within 30 business days or receipt of the Notice of Final Action, and
- Notice that the grievant or complainant may seek a remedy authorized under another Federal, state, or local law

According to WIOA Section 181 (c) (3) remedies that may be imposed under this section for a violation of any requirement of this title shall be limited to:

- Suspension or termination of payments under this title
- The prohibition of placement of a participant with an employer that has violated any requirement under this title
- Where applicable, the reinstatement of an employee, payment of lost wages and benefits, and re-establishment of other relevant terms, conditions, and privileges of employment, and
- Where appropriate, other equitable relief.

Records regarding grievances and complaints must be maintained for at least three years from the date of resolution of the grievance or complaint. All records must include the following:

- The name and address of the grievant or complainant
- A description of the grievance or complaint
- The date the grievance or complaint was filed



- The disposition (final action)
- The date of disposition of the grievance or complaint, and
- Any other pertinent information

To the maximum extent possible, the identity of any person who has furnished information relating to, or assisting in, an investigation of a possible violation of the WIOA Title I shall be kept confidential. The information may only be used for purposes of:

- Record-keeping and reporting
- Determining the extent to which an entity is operating its WIOA Title I-funded programs or activities in a nondiscriminatory manner, or
- Other use authorized by the nondiscrimination and equal opportunity provisions of the WIOA